# User Onboarding and Provisioning Process Manual

## Document Control

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## Introduction

Purpose: Ensure all new employees are equipped with the necessary tools and access to perform their job functions effectively while maintaining security and compliance.  
Scope: Applies to all new hires across all departments and locations.  
Audience: HR personnel, IT department staff, security team, hiring managers.

## Process Overview

Flowchart Summary: [Attach detailed flowchart]  
Key Steps: Recruitment Confirmation, Initial Data Entry, Role-Based Access Control Setup.

## Detailed Process Steps

HR Entry: HR Administrator enters new hire data in HRIS. Data includes name, job title, department, start date. Tool: HRIS (e.g., Workday, SAP SuccessFactors).  
Role Assignment: IT Access Management Team determines access rights based on job function using role matrices. Example for Financial Analyst: Read-Only to financial reports, Edit access to budget spreadsheets.  
Account Creation: IT Systems Administrator automates account setup in Active Directory and email assignment. IT Security audits for compliance.

## Security and Compliance

Security Measures: MFA required for all new accounts, adherence to the Least Privilege principle, GDPR compliance for European employees.  
Compliance Checklist: SOX compliance for financial roles, mandatory HIPAA training for healthcare information access.

## Error Handling and Escalation

Common Issues: Incorrect Role Assignment, Access Delay. Escalation Path: First Level - Direct supervisor or IT Helpdesk, Second Level - IT Security Officer. Documentation in Issue Log with resolution status.

## Audit and Record Keeping

Audit Procedures: Regular audits of access rights, automated quarterly reports by IAM tool.  
Record Keeping: Stored in a secure, centralized digital repository with a retention period of 7 years.

## Appendices

A. Onboarding Checklist  
B. Access Role Matrix  
C. Compliance Audit Forms  
D. Example Forms and Templates: New hire data form, role assignment form.

## Training and Awareness

Onboarding Security Training: Scheduled within the first week of employment. Annual Refresher Courses on data security and compliance for all employees.

## Document Distribution and Updates

Distributed to all department heads, HR managers, IT management, and the compliance team. Available on the company intranet, reviewed annually or upon significant process changes.